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May 12, 2015

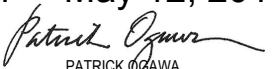
The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, California 90012

Dear Supervisors:

ADOPTED

BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES

24 May 12, 2015


PATRICK O'GAWA
ACTING EXECUTIVE OFFICER

**APPROVAL OF INFORMATION TECHNOLOGY FUND FOR THE
SHARED INFRASTRUCTURE AND EXECUTION OF WORK ORDERS FOR CONSULTING
SERVICES WITH EMC DOCUMENTUM
(ALL DISTRICTS AFFECTED) (3 VOTES)**

SUBJECT

The Chief Information Officer is requesting Board approval of \$725,000 from the Information Technology Fund to deploy, manage, and host the Captiva Shared Infrastructure to scan and index documents; and execution of Work Orders for consulting services with EMC Documentum.

IT IS RECOMMENDED THAT THE BOARD:

1. Approve \$725,000 from the County's Information Technology Fund (ITF) to deploy, manage, and host the Captiva Shared Infrastructure.
2. Approve execution of two Work Orders for consulting services under the County's Master Services Agreement (MSA) with EMC Documentum to assist in the deployment and support of Captiva Shared Infrastructure. The Work Orders will not exceed \$377,000, and are included in the total amount requested from the ITF.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The ITF was established to fund Countywide technology projects that improve the delivery of services to the public, generate operational improvements to one or more departments or programs, and improve inter-departmental or inter-agency collaboration.

The County's Enterprise Content Management (ECM) Shared Infrastructure was deployed at the Internal Services Department (ISD) in December 2011. The Infrastructure start-up costs were funded through a Board grant from the ITF, and it provides a highly reliable, scalable, secure, and feature-rich electronic document management platform based on EMC's Documentum software suite to implement enterprise and departmental ECM solutions.

The County now desires to enhance this Infrastructure offering by adding a Shared Captiva Infrastructure, which allows departments to scan and index documents, and then export them to EMC Documentum for storage and retrieval. Currently, this technology is distributed, and there are no economies of scale. Existing infrastructures and software licensing cannot be shared; there are high department entry costs, particularly for smaller departments, for licenses, hardware, installation, training and knowledge; and application support and expertise is dispersed residing in various departments.

The initial tenant for the Captiva Shared Infrastructure will be the Department of Children and Family Services' (DCFS) Court Reporting Project that is projecting to scan/index over seven million documents per year across 18 sites.

These recommended actions seek Board approval for ITF funding of \$725,000 to deploy, manage, and host for the Captiva Shared Infrastructure for the first year.

This Project will be supported by a combination of EMC and ISD services and includes:

- Deployment of the Shared Captiva Infrastructure at ISD – This Infrastructure will host the Captiva Enterprise Server software that manages and controls the document capture, indexing, data extraction, and exporting data;
- Providing Captiva Training for ISD – Provide online or classroom training for ISD system administrators for the design, implementation, and support of capture solutions using Captiva Enterprise Server software; and
- Providing initial year of Captiva Support Services – These support services include:
 - o Application Management Services – Includes application customization and configuration, system administration, incident/problem management, software optimization, and software patch management that will be provided by EMC Captiva Application Managed Services (AMS). AMS services are required in the short-term to accelerate the Captiva software deployment and to leverage EMC expertise to maintain and optimize ongoing system performance; and
 - o Infrastructure support services – ISD will provide the data center personnel, server hardware, and software required to support the development, staging, and production environments of the base infrastructure established for the Captiva software.

Implementation of Strategic Plan Goals

The recommended actions support the County's Strategic Plan Goal Number 1, Operational Effectiveness, which is to maximize the effectiveness of processes, structure, and operations to support timely delivery of customer-oriented and efficient public services.

FISCAL IMPACT/FINANCING

The Chief Information Officer (CIO) is requesting \$725,000 to deploy, manage, and host the Shared Captiva Infrastructure. This includes \$56,000 for EMC Captiva Enterprise Server Software licenses and first year software maintenance and support; \$377,000 for EMC professional services for the software installation, first year of AMS, and education training; and \$292,000 for the first year of ISD infrastructure support services.

The funding for Captiva Enterprise Server annual software maintenance and support, application management, and infrastructure for future years will be included in the CIO's subsequent years' budget.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

There are no legal requirements or prohibitions to this recommended action.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

The Shared Captiva Infrastructure provides the following benefits:

- Eliminates duplication of Captiva infrastructures by providing a common infrastructure, technology, and skills;
- Improves service levels because dedicated support teams will develop expertise, system reliability can be better managed, and cost-effective disaster recovery capabilities can be implemented to minimize data loss in case of an outage or event;
- Reduces software and maintenance costs due to consolidation of server licenses and better utilization of Captiva volume licenses; and
- Enables County application teams to leverage the Capture Infrastructure to quickly and cost-effectively implement ECM solutions and realize technology benefits by putting documents online in digital format. This infrastructure supports both day forward and back-file scan and capture.

CONCLUSION

Board approval of the recommended action will enable the County to reduce the use of paper, generate operational efficiencies, and improve services delivery.

The Honorable Board of Supervisors

5/12/2015

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Respectfully submitted,

A handwritten signature in black ink that reads "Richard Sanchez". The signature is written in a cursive style with a long, sweeping underline.

RICHARD SANCHEZ

Chief Information Officer

RS:sjc

c: Executive Office, Board of Supervisors
County Counsel